

## Business and Financial Services - Professional and Timely Products

Agency/Program #: 6901-06-G1  
 Division: Business and Financial Services  
 Program:

|                 |   |          |  |
|-----------------|---|----------|--|
| Agency Name:    | Department of Health and Human Services |          |  |
| Agency Contact: | Laurie Lamson / Scott Sim               | 444-9407 |  |
| LFC Contact:    | Senator Cobb, Senator Williams          |          |  |
| LFD Liaison:    | Marilyn Daumiller                       | 444-5386 |  |
| OBPP Liaison:   | Robert Hamud                            | 444-0054 |  |

### Program or Project Description:

INSERT PROGRAM COPY HERE - We will make the box bigger to accommodate the overflow if needed

| Appropriation, Expenditure and Source |         |          |         |          |   |
|---------------------------------------|---------|----------|---------|----------|---|
| Fund Name:                            | 2008    |          | 2009    |          | Approp & Expenditure numbers are as of October 31, 2007 |
|                                       | Approp. | Expended | Approp. | Expended |   |
| General Fund                          |         |          |         |          |   |
| State Special                         |         |          |         |          |   |
| Federal Funds                         |         |          |         |          |   |
| Total:                                | \$0     | \$0      | \$0     | \$0      |   |

### Goal(s):

Provide professional and timely products and or services in response to the needs of the customer for Fiscal Years 2008 and 2009, projecting a combination of 540,000 warrants and Electronic Fund Transfer (EFT) payments issued per year, with a goal of 5% growth for the biennium in electronic payments.

### Performance Measures :

Track proportionate increase in EFT's compared to total payments issued. (Report on the goal of 5% growth for the biennium in electronic payments.)

### 2009 Biennium Significant Milestones:

Completion Dates  
 Target Actual

|                                    |  |  |
|------------------------------------|--|--|
| Please see the attached OBPP sheet |  |  |
| 1                                  |  |  |
| 2                                  |  |  |
| 3                                  |  |  |
| 4                                  |  |  |
| 5                                  |  |  |

**Performance Report:**

Please see the attached OBPP sheet.

**LFD Narrative:****Executive Changes:**

- 1) Changes to Goals – Yes
- 2) Changes to performance measures – Yes, a baseline of 56.4% is provided.

**LFD Assessment:**

- 1) Goal is measurable within the biennium – Yes
  - a. Progress toward goal – On Track –

**Appropriation Issues**

- 1) Appropriation/Expenditure Provided – No
- 2) Other Appropriation issues – None

**Options regarding goal/initiative and performance measures**

- 1) On Track – recommend updates in June and November of 2008 because the electronic fund transfer process was of interest to the legislature during the session. The division indicated during the planning process that providing updates was not a burden. Additionally according to the DPHHS Budget Status Report, the total budget for the division as of September 30, 2007 shows a projected deficit of (\$546,048), of which \$80,619 is in personal services and \$320,125 is in communications. The workgroup may wish to know if there a potential impact on this goal.



| Version | Date    | Author |
|---------|---------|--------|
| AO - 1  | 12/4/07 | MD     |
|         |         |        |
|         |         |        |

| Change Description  |
|---------------------|
| Added LFD Narrative |
|                     |
|                     |



GOVERNOR'S OFFICE OF  
BUDGET AND PROGRAM PLANNING

## Goals/Objectives

**Agency Contact:** Laurie Lamson **Phone Number:** 444-9407  
**Agency Name:** Department of Public Health and Human Services  
**Division:** Business and Financial Services Division (BFSD)  
**Program (identify and briefly describe):** BFSD provides support services for the department, including financial and accounting oversight, cash management, preparation and filing of federal financial reports, purchasing supplies and equipment, payroll processing, audit coordination, lease management, mail handling, management of vital records and statistics, and property and records management. BFSD also provides leadership and guidance in the development and implementation of accounting policies and procedures and best business practices.

**List a single goal and brief description:**

Provide professional and timely products and/or services in response to the needs of the customer for the 2009 biennium.

**Describe the performance measures related to this goal:**

The department is using a measurement basis that compares the proportionate Electronic Fund Transfer payments to the total of EFT and warrant payments issued by BFSD. The baseline proportion of electronic payments as of June 30, 2007 is 56.4%.

**List significant milestones and target dates to be completed in the 2009 Biennium:**

The target date for achievement of the objective is June 30, 2009.

**Describe the current status of the measurements related to the goal:**

For the period July 1 through September 30, 2007 (FY2008 to date), the total number of payments issued was 142,017. Of these, the number of EFTs was 81,708, or 57.5%.